DOCUMENT RESUME

ED 341 424 JC 920 080

AUTHOR Slark, Julie; Pham, Nga
TITLE Rancho Santiago College Student Satisfaction Survey. Research, Planning, Resource Development Report.
INSTITUTION Rancho Santiago Community Coll., Santa Ana, Calif.
PUB DATE Aug 91
NOTE 40p.
PUB TYPE Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Ancillary School Services; Community Colleges; Ethnic Groups; *Participant Satisfaction; Program Evaluation; Questionnaires; School Surveys; *Student Attitudes; Student Behavior; *Student Characteristics; Student Educational Objectives; Student Employment; Two Year Colleges; *Two Year College Students
IDENTIFIERS *Rancho Santiago College CA

ABSTRACT

In spring 1991, in-class surveys were completed by 1,495 students enrolled in a random sample of courses at the Santa Ana and Orange campuses of Rancho Santiago College (RSC) to determine their attitudes about RSC and its programs and services. Study results included the following: (1) most respondents were "satisfied" or "very satisfied" with the library (86%), admissions and registration (83%), the tutoring center and the recreational/athletic program (82%), and computer services (80%); (2) less than half of the respondents were "satisfied" with the financial aid office (23%), food services (23%), personal counseling (30%), and the health center (31%); (3) on the average, students were least satisfied with parking; (4) Asians and African Americans were more frequently dissatisfied with services than Hispanics and Whites; (5) the most infrequently utilized services were child care (21%) and veteran services (22%); (6) 95% of the respondents said they would recommend RSC to a friend; (7) 24% of the students reported a household income of below $15,000 annually, and of those, 60% were not receiving any financial aid; (8) 74% of the respondents were employed, and 51% were working full-time; (9) 15% of the respondents were unemployed and looking for work; (10) 43% of the respondents lived between one and five miles of campus, and 53% lived with their parents; and (11) the most frequently cited reasons for attending RSC were to take courses needed for transfer (61%), and to obtain an associate degree (28%). Appendixes provide frequency distributions of all survey responses, as well as written responses to open-ended questions. Detailed data tables are included. (PAA)

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RESEARCH · PLANNING
RESOURCE DEVELOPMENT

Report

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Rancho Santiago College
Student Satisfaction Survey

Julie Slark
Nga Pham

August 1991

JC920080

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Summary of Survey Findings

- 1,495 surveys were completed during Spring 1991 by students enrolled in a random sample of courses. The purpose of the study was to determine students' satisfaction with RSC, its programs and services.

- Respondents were most satisfied with the services they received from the Library, Admissions and Records, the Tutoring Center, and the Athletic program. They were, on the average, least satisfied with parking.

- Satisfaction ratings of services differed by ethnic group. Asians and African-Americans were more frequently dissatisfied than Hispanics and whites.

- Student comments were very complimentary toward RSC instructional programs, academic quality and instructors. Ninety-five percent of respondents would recommend RSC to a friend. RSC program managers would find the comments informative about student perceptions of their programs.

- The annual household income for most respondents was reportedly low, the modal category being below $15,000 (for 24%). Sixty percent of those low-income students were not receiving financial aid.

- 74% of the students were employed, 51% full-time. 15% were unemployed and looking for work.

- 48% of the respondents lived within five miles of the campus, and the majority lived with their parents.

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Introduction

In Spring 1991, the RSC Research Office surveyed a sample of currently enrolled students in order to learn of their opinions about RSC. Surveys were completed in class by 1495 students who were enrolled in a random sample of courses at the Santa Ana and Orange Campuses. The Research Office hopes to repeat the survey each Spring semester in order to monitor student opinion trends.

The appendix includes the frequency distributions of all responses as well as comments written on the survey form.

Satisfaction With Services

Table 1 shows that respondents were most satisfied with services received from the Library, Admissions and Records, the Tutoring Center, and the Recreational/Athletic Program. Students expressed the most dissatisfaction about parking.

Table 1

Satisfaction With Services

Service	Percent "Very Satisfied or Satisfied" (0%..10%..20%..30%..40%..50%..60%..70%..80%..90%)	Average Score
Library	86%	3.1
Admissions and Registration	83%	3.2
Tutoring Center	82%	3.1
Recreational/Athletic Program	82%	3.1
Computer Services	80%	3.1
Career Planning Center	77%	3.0
College Cultural Programs	77%	3.0
Campus Security	71%	2.9
Child Care	70%	2.8
Bookstore	69%	2.8
Veteran Services	69%	2.8
Placement Testing	68%	2.8
New Student Orientation	67%	2.8
Academic Counseling	65%	2.8
EOPS	65%	2.8
Job Placement	62%	2.7
Parking	43%	2.3
Health Center	31%	3.1
Personal Counseling	30%	2.8
Food Services/Cafeteria	23%	2.8
Financial Aid Office	23%	2.7

Comments provided on the survey form, which are available in the appendix, confirm these findings. The comments are valuable for program managers to read. Students were generally very complimentary towards RSC teachers and academic quality. Some comments and satisfaction ratings will advise program staff where improvements may be needed.

Dissatisfaction ratings by ethnicity were calculated in order to determine if different perceptions existed, and differences were found (See Table 2). Generally, white and Hispanic students provided the most favorable ratings. Again, program planners would benefit by reviewing these findings. For several departments, Asians, African-Americans, and "others" reported dissatisfaction ratings five percentage points or more often than did white and Hispanic students.

Table 2

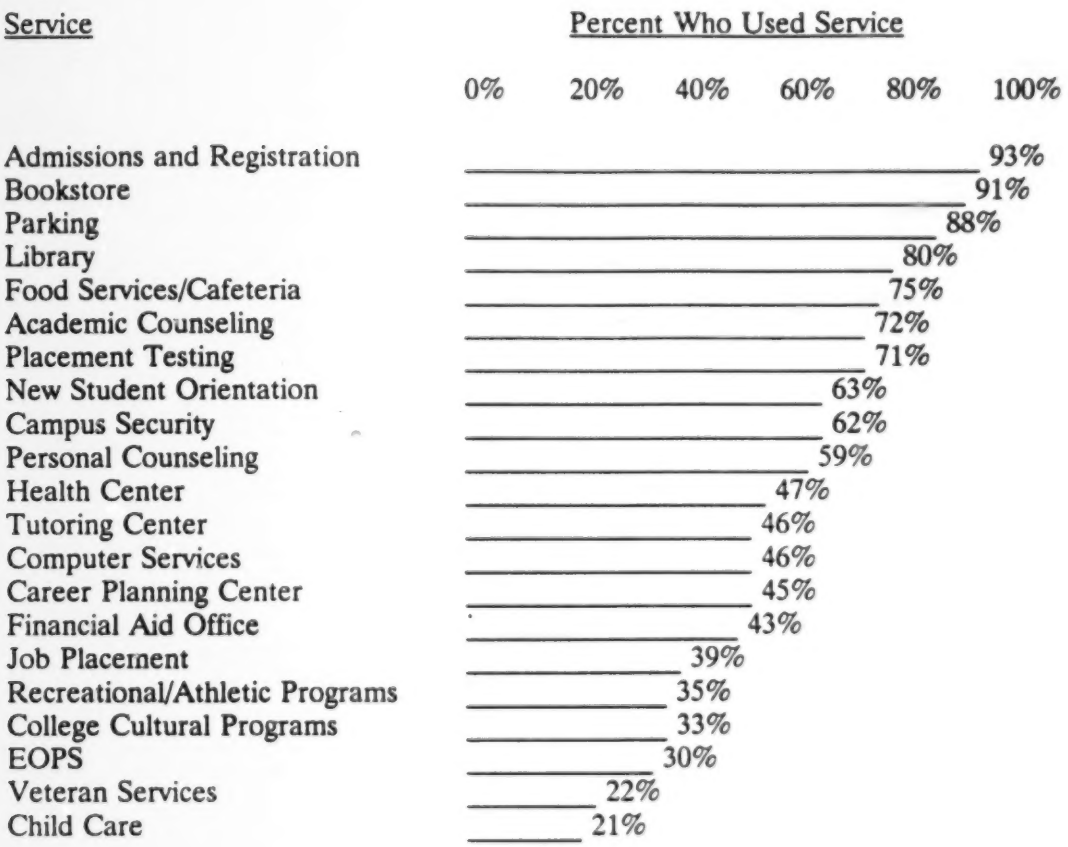
"Unsatisfied Or Very Unsatisfied"
By Ethnicity

Service	White	Hispanic	Asian	African-American	Other	TOTAL
Admissions and Records	14%	14%	23%	26%	18%	17%
New Student Orientation	35%	32%	32%	36%	35%	33%
Placement Testing	35%	24%	34%	46%	35%	32%
Academic Counseling	37%	31%	31%	45%	48%	35%
Personal Counseling	38%	32%	35%	28%	50%	36%
Financial Aid	43%	35%	40%	27%	45%	39%
Bookstore	28%	27%	44%	31%	19%	31%
Parking	58%	55%	57%	60%	41%	57%
Food Services/Cafeteria	25%	25%	42%	25%	22%	30%
Health Center	18%	16%	25%	37%	24%	20%
Library	16%	9%	15%	5%	21%	14%
Tutoring	15%	12%	22%	28%	42%	18%
Career Planning	24%	17%	27%	24%	31%	23%
Job Placement	37%	36%	38%	43%	47%	38%
EOPS	35%	26%	39%	36%	29%	35%
Veteran Services	30%	20%	36%	48%	36%	31%
Computer Services	17%	14%	27%	29%	29%	20%
Security	29%	27%	28%	42%	43%	29%
Child Care	30%	22%	33%	42%	29%	31%
Recreational/Athletic Program	16%	9%	26%	23%	18%	18%
College Cultural Programs	22%	13%	29%	33%	33%	23%

Table 3 shows the percentage of respondents who used each service, and generally, usage of services was great. The most frequently used services (over 80% of respondents) included Admissions and Records, the Bookstore, parking, and the Library. The least used were Child Care, Veterans, EOPS, and college cultural programs.

Table 3

Use of Services



Students were also asked to agree or disagree with a list of five statements about their educational experiences:

Table 4

Responses To Statements About Educational Experiences By Ethnicity

	White	Hispanic	Asian	African-American	Other	TOTAL
It is very hard for students here to get their concerns known and acted upon.						
Yes	29%	20%	47%	24%	29%	32%
No	71%	80%	53%	76%	71%	68%
I have an individual education plan that I developed with a counselor or advisor.						
Yes	42%	46%	48%	44%	26%	43%
No	58%	54%	52%	56%	74%	57%
I am certain about what I am getting from college.						
Yes	76%	83%	82%	88%	78%	79%
No	24%	17%	18%	12%	22%	21%
I have learned to study well enough to handle the work in the time I have.						
Yes	77%	71%	75%	63%	69%	74%
No	23%	29%	25%	37%	31%	26%
I would recommend RSC to a friend.						
Yes	95%	99%	92%	98%	86%	95%
No	5%	1%	8%	2%	14%	5%

Respondents were pleased enough with RSC to say that they would recommend the college to a friend (95% of all respondents). Fewer than half had developed an educational plan with a counselor. Seventy-four percent were confident of their study skills; and 68% rejected the statement, "It is very hard for students here to get their concerns known and acted upon." Asian students, however, agreed with this statement more frequently; only 47% rejected the statement.

Employment Status

Graph 1

Employment Status

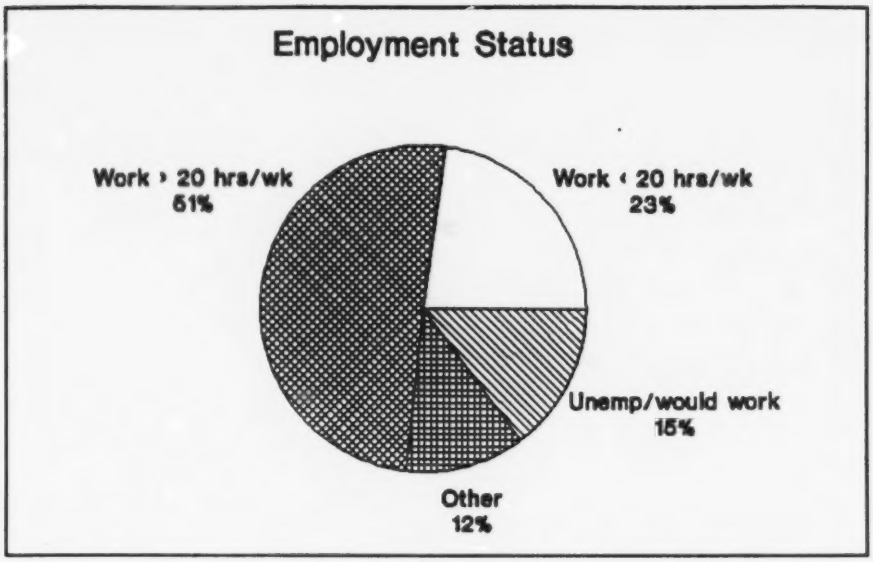


Table 5

Employment Status By Age of Respondent

Age	Employment Status				
	>20 hr/wk	<20 hr/wk	Homemaker	Unemployed/ Looking for Work	Unemployed by choice
17	22%	44%	11%	11%	11%
18	42%	31%	0%	17%	10%
19	36%	29%	1%	24%	10%
20 - 21	50%	25%	2%	17%	6%
22 - 25	56%	21%	3%	12%	8%
26 - 30	55%	19%	5%	13%	9%
31 - 40	63%	16%	12%	6%	4%
41 - 50	69%	5%	14%	7%	5%
51 - 65	45%	10%	20%	20%	5%
> 65	0%	0%	0%	0%	100%
TOTAL	51%	23%	4%	15%	8%

Fifty-one percent of the respondents are employed full-time and 23% part-time. This finding is consistent with that of other RSC student surveys. Generally, until age 50, the older the respondent, the more likely s/he works full-time; and the younger the respondent, the more likely s/he works part-time. Of interest is the percentage of respondents who are unemployed but would like to work. For 19-year-old respondents, for example, 24% fall into this category. Without trend data, it is impossible to know if this is a recession-related statistic.

Table 6

Employment Status
By
Number of Units Enrolled In

# Units	Employment Status				
	>20 hrs/wk	< 20 hrs/wk	Homemaker	Unemployed/ Looking for work	Unemployed by choice
1 - 7	72%	11%	8%	6%	3%
8 - 11	71%	14%	2%	10%	3%
12 - 15	45%	27%	3%	17%	10%
≥ 16	26%	34%	4%	22%	14%
TOTAL	51%	23%	4%	15%	8%

Employment status is also broken down, above, by number of units respondents are enrolled in. Students enrolled full-time (over twelve units) are not employed full-time at the same rates as those enrolled part-time. However, 71% of those enrolled in 8 to 11 units and 45% of those enrolled in 12 to 15 units work full-time. And 22% of those enrolled in 16 or more units are unemployed and desiring employment.

Description of Survey Respondents

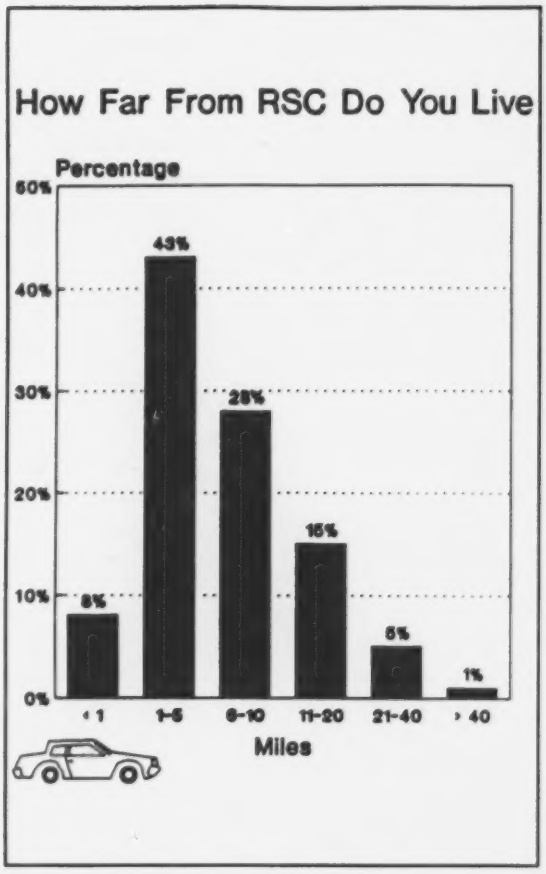
Table 7

Description of Survey Respondents

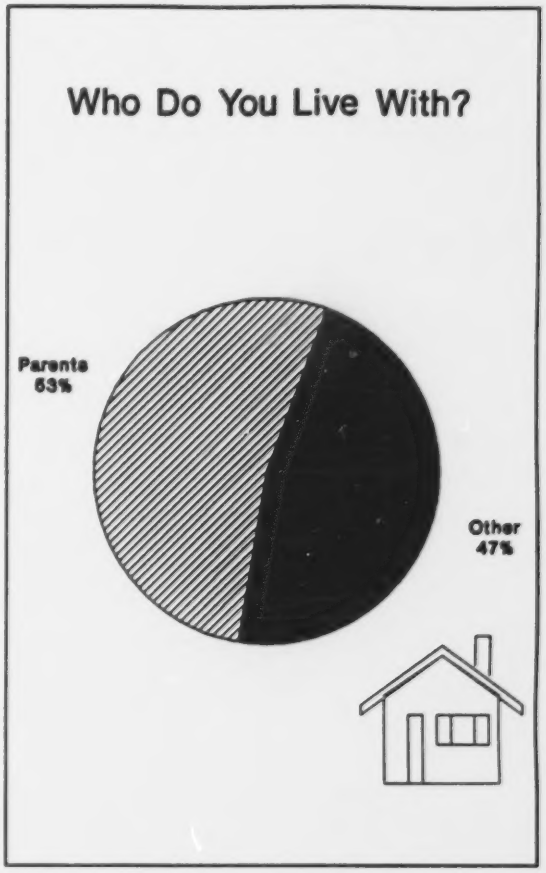
	Survey Respondents n = 1495	All RSC Students n = 24,900
Ethnicity		
White	50%	55%
Hispanic	20%	22%
Asian	24%	16%
African-American	4%	3%
Amer. Indian or Native	1%	1%
Other	2%	2%
Gender		
Female	52%	48%
Male	48%	52%
Age		
17 - 19	27%	14%
20 - 21	26%	12%
22 - 25	22%	17%
26 - 30	12%	18%
31 - 40	10%	21%
41 - 50	3%	11%
> 50	2%	7%
Units Enrolled In		
< 8 units	21%	70%
8 - 11 units	14%	12%
12 - 15 units	46%	14%
≥ 16 units	19%	4%

Table 7 shows that survey respondents included 50% white students, 20% Hispanic students, and 24% Asian students. Also, the majority of the respondents were under 25 years of age and attending RSC on a full-time basis (enrolled in 12 or more units). The sample includes a higher proportion of ethnic minority, full-time, and young students than does the total RSC credit enrollment.

Graph 2

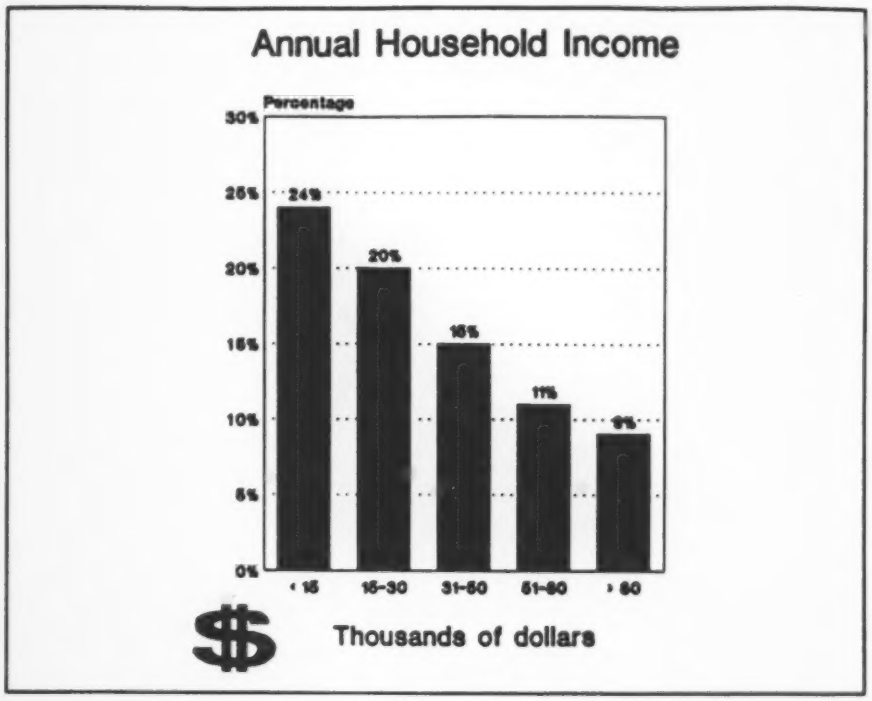


Graph 3



Graph 2 shows that most, 43%, of the respondents live between one and five miles from the campus; but 49% reside six or more miles away. Fifty-three percent live with their parents; because the survey population is younger than the total college credit enrollment, that the majority of students living at home with their parents is probably not generalizable to all students.

Graph 4



Annual household income of respondents seems low for Orange County cost-of-living with 24% reporting an income below $15,000, and 44% reporting an income below $30,000.

Table 8

Financial Aid Status by Annual Household Income

Income	Financial Aid Status			
	Have Rec'd Aid	Applied/Denied	Not Applied/Will	Not Applied/Won't
< 15,000	40%	7%	29%	24%
15,000-30,000	17%	7%	35%	41%
30,000-50,000	6%	5%	29%	59%
50,000-80,000	4%	3%	29%	64%
> 80,000	5%	2%	16%	76%
Don't know	16%	6%	33%	45%
TOTAL	18%	6%	30%	46%

Table 8 shows financial aid status by annual household income and, as expected, the lower the income the higher the rate is of students receiving financial aid; and the higher the income, the higher the rate is of students who report that they do not receive financial aid and will not apply in the future. Forty percent of the students with an annual income below $15,000 currently receive aid. Another 29% of this group do not receive aid but will apply in the future. This indicates that there are enrolled students who may qualify for aid who, for whatever reason, have not applied.

Student Goals

Upon first enrolling, 61% of the respondents wanted to transfer to a university and 28% wanted to earn an A.A. degree. Fewer were interested in vocational programs.

Table 9

Student RSC Goals

What was your goal when you entered RSC? Circle all that apply.

To take courses necessary for transferring to a 4-year college or university	61%
To obtain an Associate degree	28%
To take courses necessary for transferring to another 2-year college	11%
To take a few job-related or job-required courses	10%
To take a few courses for self-improvement	8%
To obtain or maintain a certification	7%
To complete a vocational/technical program	5%
No definite purpose in mind	4%

Students were also asked to identify their knowledge and skills goals and achievement of each at RSC. "To increase knowledge and understanding in an academic field" was cited as a goal by 72% of the respondents, and 58% had achieved this. "To learn skills that will enrich my life or make me a more complete person" was a goal of 55% of respondents, and 47% had achieved this. Respondents reported that they improved their ability to get along with others and met people more frequently than they cited these achievements as original goals. Discrepancies in rates of identifying a goal and achieving a goal were never great enough to suggest that disappointment existed as a result of respondents' experiences at RSC.

Table 10

Knowledge and Skills Goals

Goal	An Important Goal	Achieving This Goal
To increase my knowledge and understanding in an academic field	72%	58%
To obtain a certificate or degree	60%	32%
To learn skills that will enrich my daily life or make me a more complete person	55%	47%
To develop my ability to be independent, self-reliant, and adaptable	47%	46%
To increase my self-confidence	46%	46%
To discover career interests	41%	33%
To meet people	38%	43%
To improve my leadership skills	30%	25%
To improve my ability to get along with others	26%	30%
To increase my participation in cultural and social events	16%	12%
To become actively involved in student life and campus activities	9%	7%

Students were also asked to identify the highest degree to which they aspired; the largest percentage, 40%, wanted a B.A./S. degree, and another 30% wanted a graduate degree. Fifteen percent "didn't know." Highest degree of aspiration was analyzed according to student grade point average in an attempt to determine if students were appropriately prepared for their goals. Slightly fewer students with g.p.a.'s below 3.0 aspired to graduate degrees. Students with g.p.a.'s below 1.5 more frequently were undecided about their final degree.

Table 11

"What Is The Highest Degree You Eventually Plan To Earn?"
by
G.P.A.

G.P.A.	Degree					
	None	Certificate	A.A./S.	B.A./S.	Graduate	Don't Know
3.5 - 4.0	4%	1%	3%	42%	36%	15%
3.0 - 3.4	3%	3%	8%	40%	34%	12%
2.5 - 2.9	3%	1%	10%	47%	26%	13%
2.0 - 2.4	1%	2%	11%	45%	30%	11%
1.5 - 1.9	0%	0%	5%	58%	15%	23%
1.0 - 1.4	0%	14%	0%	43%	14%	29%
< 1.0	0%	25%	0%	0%	25%	50%
No g.p.a./ don't know	6%	6%	10%	27%	27%	23%
TOTAL	3%	3%	9%	40%	30%	15%

Students were asked if they planned to enroll at RSC the next semester, Fall 1991, and this response was broken down by the number of units the respondent had completed. Seventy-nine percent of the respondents planned to return, but this rate was lower for students who had earned greater than 60 units; of these students, only 18% planned to transfer.

Table 12

"Do You Plan To Enroll At RSC Next Semester?"
by
Units Completed

Units Completed	Enroll Next Semester				
	Yes	No/Will Finish	No/Will Return	No/Will Transfer	Don't Know
1 - 29	88%	2%	1%	5%	5%
30 - 59	76%	8%	1%	10%	6%
≥ 60	55%	15%	3%	18%	9%
TOTAL	79%	6%	1%	8%	6%

The rate of students planning to return is greater than is found in reality in other RSC research studies; perhaps this is because the respondent population differs from the total RSC enrollment in that more respondents are younger, full-time students, and transfer-oriented.

Appendices

Rancho Santiago College
Student Satisfaction Survey Results

1.	Day students	70%
	Night students	30%
2.	Your ethnic background:	
	a) African-American	4%
	b) Hispanic/Latino	20%
	c) American Indian or Alaskan Native	1%
	d) Asian or Pacific Islander	24%
	e) White	50%
	f) Other	2%
3.	Your sex:	
	a) Male	48%
	b) Female	52%
4.	How old are you?	
	a) 17 and under	1%
	b) 18 - 19	26%
	c) 20 -21	26%
	d) 22 -25	22%
	e) 26 - 30	12%
	f) 31 - 40	10%
	g) 41 - 50	3%
	h) 51 +	2%
5.	Do you live with your parent(s)?	
	a) Yes	53%
	b) No	47%
6.	Your gross household income for 1990?	
	a) Below $15,000	24%
	b) $15,000 to $30,000	20%
	c) $30,000 to $50,000	15%
	d) $50,000 to $80,000	11%
	e) Over $80,000	9%
	f) I don't know	22%
7.	What was your goal when you entered RSC? Circle all that apply.	
	a) No definite purpose in mind	4%
	b) To take a few courses for self-improvement	8%
	c) To take a few job-related or job-required courses	10%
	d) To take courses necessary for transferring to another 2-year college	11%
	e) To take courses necessary for transferring to a 4-year college or university	61%
	f) To complete a vocational/technical program	5%
	g) To obtain or maintain a certification	7%
	h) To obtain an Associate degree	28%

8. Indicate the number of units you are enrolled in this semester

a)	0.0 - 5.9	10%
b)	6.0 - 11.9	28%
c)	12.0 - 18.9	59%
d)	19.0 +	4%

9. Indicate your overall college grade point average

a)	3.50 - 4.00	13%
b)	3.00 - 3.49	27%
c)	2.50 - 2.99	22%
d)	2.00 - 2.49	13%
e)	1.50 - 1.99	3%
f)	1.00 - 1.49	-
g)	0.00 - 0.99	-
h)	Have not established a grade point average	11%
i)	Do not know	11%

10. How far from RSC do you live?

a)	Less than 1 mile	8%
b)	1-5 miles	43%
c)	6-10 miles	28%
d)	11-20 miles	15%
e)	21-40 miles	5%
f)	Over 40 miles	1%

11. Which of the following was true for you at the time you entered RSC this semester?

a)	Entered directly from high school	22%
b)	Entered after working for a period of time (excluding summer work)	18%
c)	Transferred from another 2-year college	6%
d)	Transferred from a 4-year college or university	6%
e)	Entered after completing military service	1%
f)	Returning student after a leave of absence	9%
g)	Continuing from last semester	33%
h)	Older returning student	.2%
i.	Other	3%

12. Are you **currently** working toward a degree or certificate at RSC?

a)	Not seeking a certificate or degree	29%
b)	Certificate	12%
c)	Associate degree	59%

13. What is the highest degree you **eventually** plan to earn?

a)	Not seeking a certificate or degree	4%
b)	Certificate	3%
c)	Associate degree	9%
d)	Bachelor's degree	40%
e)	Graduate or professional degree	30%
f)	Don't know now	15%

14. Concerning financial aid and scholarships, which of the following is true for you?

a)	I have received financial aid	18%
b)	I have applied for financial aid but was denied	6%
c)	I have not applied for financial aid but plan to apply in the future	30%
d)	I do not think I will ever apply	47%

15. When would you prefer to take your classes? Circle all that apply.

a)	Weekday mornings	65%
b)	Weekday afternoons	17%
c)	Weekday evenings	24%
d)	Anytime during the week	8%
e)	Anytime during the weekend	4%
f)	No preference	4%

16. Do you plan to enroll at RSC next semester?

a)	Yes	79%
b)	No, I will complete my program this semester	5%
c)	No, but I plan to return at some future date	1%
d)	No, I plan to transfer to another college	7%
e)	No, I have no plans for additional education at this time	1%
f)	I do not yet know my plans for next semester	7%

17. What is your primary employment or occupation status at this time?

a)	Employed more than 20 hours/week	51%
b)	Employed less than 20 hours/week	23%
c)	Homemaker, not employed outside of the home	4%
d)	Not employed but would like to work	15%
e)	Not employed and do not care to work while attending college	8%

18. What is the total number of units you have completed at RSC?

a)	0 - 29	52%
b)	30 - 59	33%
c)	60 - 89	13%
d)	90 - 119	1%
e)	120 +	-

19. Circle all the goals that are important to you **at this time.**

a)	To become actively involved in student life and campus activities	9%
b)	To increase my participation in cultural and social events	16%
c)	To meet people	38%
d)	To increase my self-confidence	46%
e)	To improve my leadership skills	30%
f)	To improve my ability to get along with others	26%
g)	To learn skills that will enrich my daily life or make me a more complete person	55%
h)	To develop my ability to be independent, self-reliant, and adaptable	47%
i)	To increase my knowledge and understanding in an academic field	72%
j)	To obtain a certificate or degree	60%
k)	To discover career interests	41%

20. Circle all the goals that you feel you **are achieving or have achieved.**

a)	To become actively involved in student life and campus activities	7%
b)	To increase my participation in cultural and social events	12%
c)	To meet people	43%
d)	To increase my self-confidence	46%
e)	To improve my leadership skills	25%
f)	To improve my ability to get along with others	30%
g)	To learn skills that will enrich my daily life or make me a more complete person	47%
h)	To develop my ability to be independent, self-reliant, and adaptable	46%
i)	To increase my knowledge and understanding in an academic field	58%
j)	To obtain a certificate or degree	32%
k)	To discover career interests	33%

21. Please circle the appropriate number indicating your answer to the following questions.

		yes	no	n/a
a)	It's very hard for students here to get their concerns known and acted on.	20%	40%	40%
b)	I have an individual education plan that I developed with a counselor or advisor.	38%	51%	11%
c)	I'm certain about what I'm getting from college.	74%	20%	7%
d)	I've learned to study well enough to handle the work in the time I have.	69%	24%	8%
e)	I would recommend RSC to a friend.	90%	5%	5%

22. Please circle the appropriate number indicating your satisfaction with the following services at RSC.

	not satisfied			very satisfied		Average
	1	2	3	4	n/a	
a) Admissions and registration	3%	12%	40%	38%	7%	3.2
b) New student orientation	6%	15%	27%	15%	37%	2.8
c) Placement testing	6%	17%	33%	16%	29%	2.8
d) Academic counseling	9%	17%	25%	21%	28%	2.8
e) Personal counseling	8%	13%	20%	18%	41%	2.8
f) Financial aid office	7%	10%	16%	10%	57%	2.7
g) Bookstore	11%	18%	38%	25%	9%	2.8
h) Parking	28%	22%	24%	14%	12%	2.3
i) Food services/cafeteria	7%	15%	35%	17%	25%	2.8
j) Health center	2%	7%	23%	15%	53%	3.1
k) Library	3%	8%	38%	31%	20%	3.2
l) Tutoring center	2%	6%	22%	17%	54%	3.1
m) Career planning center	3%	8%	22%	13%	55%	3.0
n) Job placement	4%	10%	16%	8%	61%	2.7
o) EOPS	3%	7%	11%	8%	70%	2.8
p) Veteran services	3%	4%	10%	6%	78%	2.8
q) Computer services	3%	7%	22%	15%	54%	3.1
r) Campus security	6%	12%	28%	16%	38%	2.9
s) Child care	2%	4%	9%	6%	79%	2.8
t) Recreational/athletic programs	2%	5%	16%	13%	65%	3.1
u) College cultural programs	2%	6%	16%	10%	67%	3.0

Respondent Comments

The number in parentheses after each comment represents the number of respondents who wrote a similar comment.

Comments expressed by five or more respondents are highlighted.

Student Satisfaction Survey #16
General Comments on Services Provided by RSC...

- I find teachers parked in student parking at least 3 times a week (3)
  RSC needs better parking (19)
  Parking permits cost $14, yet there is no place to park (2)
  Last semester I became aware that security arbitrarily enforced parking regulations. This is unfair (2)
  Increase security in parking lots - too many broken windows. I think some security guards are moronic fools and should be exterminated (2)
  Too many cars stolen on this campus - need more security (5)
  Campus security refuses to do anything when it comes to speeding cars and broken windows (7)

- The swap meet should never be allowed on campus when classes are held and especially during finals (1)

- How can RSC students get in contact with ASB "senators"? Where is the information regarding our trusted trustees? (1)

- I feel that RSC is a good school, but could do a little more to make it better (2)
  Overall, RSC is great (23)
  Within the short time I have been attending, every need has been met (1)
  Overall most services are good but may need to be more organized and able to handle a large load (1)
  Overall I'm satisfied with all things that concerned me (1)
  RSC is a good place to start your future (1)
  Rancho has made it easy to start school again after 8 years of absence (1)
  This is a small college, they do as well as possible (1)

- Very small bookstore (1)
  The books in the bookstore are too expensive and they don't give you a good price when they are sold back (11)
  The Bookstore is expensive and the ladies are _____ [unkind] (2)
  The bookstore employees should wear masks when they "hold-up" students. Buy-backs are not well run (3)
- EOPS and Financial Aid Office should be more helpful to students and never loose students' files (2)
  EOPS takes too long to accept students into their program when students might need help sooner (2)
  EOPS needs more organization (1)

- Very nice campus good area quite accessible for many but not all. Rancho has a nice campus (2)
  RSC's personal and social interests (4)

23

- Registration is the best and easiest at this school (2)
  I like your telephone registration, it's an excellent service for working students who have a limited amount of time (2)
  Registration is very time consuming (3)
  Admissions and records is unorganized, very slow, and rude (1)

- I am not satisfied with the job placement office because of their attitude. The Job Placement Service is very bad, the people look down at you when you ask for a job (2)

- Child care should be for infants (1)
  Would like to see child care for older school age children (3)

- I think the system is run fairly well. I also liked Dr. Fillmore, he was very friendly and helpful (1)

- I feel you need to get catalogs (schedules) and grades out faster. It takes too long to get grades (2)

- I feel most teachers at Rancho are excellent (1)
  The staff and instructors are very good and informed (3)
  Most classes are very good, but there are a few bad teachers (2)

- Very hard to get appointment at the Health Center (2)
  The health center is faster than would have been expected (1)

- There is a good athletic program; more money, more lights in parking lot by the tennis courts (2)
  Need a bigger weight room and need pool hours (1)

- The math tutors do not know enough English to explain some word problems (2)
  A lot of people are in positions when their English skills are very minimal or non-existent (1)

- Prices for food in cafeteria are too high (4)

- Bad, bad, bad (1)

- Library should be open later so students may study late (1)
  Library should have current texts (2)
  Librarians are rude and make me feel my questions are a bother (1)

- Counseling is not adequate, counselors are not competent (4)
  Counseling and academic counseling need great improvement. The Counseling office system should be more developed (2)
  Counseling for students that are new to RSC (3)
  Counseling could be more personalized (1)
  Only certain counselors, I feel, are doing their job (2)
  Ruth Babeshoff is a great counselor (1)
  Counseling appointments are hard to get (2)
  The counseling sucks! I get a different story every time I see one. I don't know who or what to believe (2)

- Need more times available for required classes (1)
  In our classes, I wish that more time was given to understand the material (1)
  More MWF 8:00am classes (1)
  Please try to keep the most possible classes available during all semesters. Do not cut back or reduce only try to increase summer classes; I feel the enrollment in class needs to be checked more thoroughly (1)

- Computer classes should be limited to one person to a computer (1)
  Not enough computers to work with (1)
  Need MacIntosh lab available to all students not just art students (1)

Student Satisfaction Survey #17
One thing most in need of improvement at RSC...

- More parking (28)
  Night parking-more lights on campus at night (6)
  More meter parking for people who only take one class a week (1)
  People are speeding through the parking lot. Need more parking spaces to encourage special parking privilege for people car-pooling (3)
  Parking enforcement (4)
  Security - very arrogant - I don't feel safe walking out at night (9)
  Campus should have police (1)
  More security (3)
  Give security guns (2)

- Increase hours of counseling; counseling appointments (15)
  Counselors for math (1)
  Better informed counselors, not all the them know the transfer requirements (14)
  Counseling and orientation, the counselors put you in a program or classes, without hearing your personal plan (2)
  The academic counseling - during placement testing students should be encouraged to see a counselor for an educational plan (1)

- More counseling at the Orange campus (1)
  Expansion of the Orange Campus (2)
  Expand library at O.C. (1)
  More classes at O.C., including travel and tourism (11)
  Food services at O.C. (1)

- More classes starting at 6:00 rather than 7:00pm (2)
  More classes from 5:00 - 7:00pm (3)
  More classes between 9:00am - 12 noon (9)
  Higher degree of caliber of classes (1)
  Need more upper division classes with upper classmates priority lists (1)
  More classes - more variety and better timing (25)
  More afternoon classes 1:00 - 5:00pm (6)
  Increase classes in some of the science and engineering classes, especially night classes (2)

- Taco Bell on campus (1)
  Better cafeteria; better food selection, prices too high (21)

- Job placement (4)

- Financial Aid needs improvement in consistency/timeliness and dealing with students (5)
  More financial aid - it seems easier for other cultures (Mexican and Asian) to get aid (1)
  Financial Aid Office is unorganized - staff needs to be nicer (10)
  Financial Aid Office seems to cater only to Asian students. I'm Indian and seem to be invisible (1)

- Clean rooms more frequently (2)
  Clean restrooms and stairways (3)
  The cleanliness of the campus - it's dirty and dingy (7)
  More classrooms, it's overcrowded and too noisy (12)

- Help those in need of education (1)
  Improve and adapt to college (1)
  My study skills; my English grammar, reading and others (1)
  Good grades/education (1)
  Study skills for good GPA (5)
  More in-depth teaching, yet fun (1)
  Language ability (1)

- Grumpy people (1)
  More evaluation of teachers (3)
  Better staffing in non-nursing classes (1)
  Some of the employees are not the nicest people in the world (1)
  The way some of the employees treat the students; attitudes of long term employees who are not friendly or helpful they act bothered and put out (1)

- Better cultural mixing (1)
  More help for foreign students (1)
  More ethnic studies programs (1)

- More easy-going teachers (1)
  More teachers like Mr. Ash (1)
  Some of the instructors waste your time with long, boring, empty semester (1)
  Better academic and better teachers (8)
  More teacher-student relations (2)

- Proper information on registration cards when they're mailed to you (1)
  Get better services in admissions and registration office - more information regarding telephone registration (5)
  Admission workers are too slow (3)
  Administration officer - more access for students for their records (1)
  More help in the front offices (1)

- Health Center (1)

- The computer is too old - needs upgrading (2)
  We need more computers for students (6)
  More computer classes (8)

- There should be no racial discrimination among foreign students especially in the Job Placement Center (1)
  Racial discrimination (1)
  Inter-racial confidence (1)

- More activities like BBQ concert, cultural events, dances, and speakers - better publication and advertisement of activities going on (8)
  Social gatherings (2)
  Staff attitude about student leadership (1)
  Able to know everybody (1)
  Clubs (1)
  Debate/forensics team (1)
  More Christian activities on campus "Campus Crusades for Christ." (1)
  African-American cultural events (1)
  Student involvement. I can't find information whenever I ask, I get referred do someone else, just ask _____ (1)
  Student communication and participation on events on campus (4)
  Lacks the students attention for programs provided (1)

- To manage the bookstore lines - look at other schools' policies and do away with the return policy - it is ridiculous and if one purchased the wrong book s/he should not be forced to keep it (4)
  Prices too high (33)
  Bookstore service - the women in the bookstore are so _____[unkind] (3)
  The bookstore and their book buy back program, they don't give you back enough (3)

- EOPS need to keep students' files neat. Every time a student comes and asks for something, they can't find student's file (4)
  Have the vouchers ready earlier for EOPS students (1)
  I would say that we need a larger EOP program (1)
  EOPS - their ability to handle workload and explain to students what's going on with their cases (1)

- Better scheduling in travel department - not enough consideration of student needs to complete certificate requirements (1)

- Mail grades and transcripts sooner (6)
  Grade distribution (1)
  Withdrawal policy (1)
  Better system for placement testing (English, Reading, and Math) (5)

- World maps in Archaeology classes (1)
  Heat in lower level classrooms at night (1)
  A couple more entrances are much needed (1)
  No elevator in Dunlap/northbound on Bristol Street exit (1)
  Closer parking or tram services (1)
  Stop wasting paper; recycle bins (1)

- More students and bigger campus (1)
  Campus needs to be less crowded; reduce numbers of students (1)

- Increase fees so student will take schooling seriously (1)

- The game room facilities, rules and regulations. Places for students to relax and not have to watch soaps (1)

- Child care for children under 2.5 year old (1)

- Need to improve nursing program, to have instructor available in the ADN, to have more budget for ADN program (2)
  Nursing program information (2)
  The lab facilities for nursing students, including appropriate equipment (1)

- New tennis court (1)
  Newer circuit training equipment (1)
  Outdoor basketball courts (1)
  To get women's volleyball team some benefits (1)
  Athletics in general (3)
  Better 1st baseman (1)
  A cycling team (bicycling) (1)
  Intramural sports, dorms, recreational opportunities (1)
  Better good-looking cheerleaders; club publicity, swimming publicity (1)

- Fixing the temperature in some of the rooms, eg. art building; restrooms and general information center (2)
  Need ergonomically correct chairs especially in computer classes and library. They need to fix the public phones; better desks and spaces, chairs and tables (2)
  More weekly information on sign board; elevator passes; adequate crosswalks especially at night (1)
  Make the school more attractive. Plant colorful flowers (1)
  The walls and floors in the classrooms (1)
  Windows in classroom (1)

- Some of the math classes that meet for 5 hours a week should have 5 credit hours; telecommunications classes (1)

- Get along well with people (1)

- Need to know more about my major; have more representatives from universities to come over; need more information on out of area universities (2)

- Longer library hours; larger library; more private study rooms (7)

- Student aide services (1)
  New student orientation (2)

- Need more tutors - for business (4)
  There should be more tutoring classes at different timings (2)
  There should be more study groups (2)

- Better planning for students (1)

- More communication between students and instructors (4)
  Improve administration staff (4)
  Fire instructors that don't have enough experience (1)

- Chemistry department (1)
  New teachers in chemistry department (1)

- Location (1)

- I don't have anything bad to say. There is a sincere effort to accommodate students (1)
  Everything is great (4)

- Availability of English 101 classes (1)
  English department (3)

- Change name back to Santa Ana College (1)

- Serious students/mature open/dedicated (1)

- Beer on tap (1)
  Free soup for students--free coffee too (1)

Student Satisfaction Survey #18
One thing most pleased/satisfied with at RSC...

- Admissions & registration (26)
  Telephone registration - its easy and wonderful (10)
  Ease of registration by mail (1)
  Flexibility of scheduling (6)
  Being able to get into every class I needed. The availability of classes (62)
  Registration services - they are very smooth (6)
  The low price for tuition (11)
  Ease of enrolling (4)
  Good courses (1)
  I'm pleased with my enrollment here (1)
  Easier to petition & get into classes than at Orange Coast College (1)
  Variety of classes that addresses community interest (2)

- So far I've enjoyed my overall experience here. The food is good. The prices, however, seem high for a non-profit food service (1)
  Everything is great (9)
  The atmosphere is relaxing in class and out (1)
  Grass & trees make the atmosphere pleasant (4)
  Not over crowded (1)
  It's been interesting (1)
  Good college (4)
  Its facilities (1)
  All of the opportunities offered (2)
  Things available to students (3)
  Very concerned about you (1)
  I have learned a lot from this school (1)
  It's a college where any one can attend, once they know what they want (1)
  Educational curriculum - the level of education is excellent (21)
  Cost, ease, and subjects taught are very superior (1)

- The academic personnel (3)
  I am pleased with the people at RSC; they are very understanding and helpful (11)
  The help offered if you're willing to look (3)
  Friendly personnel (1)
  Kind and loving people (3)
  Students (friendly) (6)
  The meeting of friends (2)
  The people in the office are nice and friendly (3)
  The staff at RSC are always willing to help the students, personable staff (13)
  Friendly atmosphere (2)
  Friendly people and classes are great to learn from (1)
  People here are willing to help students in any way possible (2)

- Teachers are very nice - friendly (24)
  Professional staff (1)
  The caliber of teaching is very high (3)
  The teaching and the relaxed atmosphere (1)
  Teachers teaching really well (17)
  Very caring and pleasurable professors (17)
  Teachers, and their general attitude (12)
  The consultation from professors and the knowledge of the course (1)
  Teachers are helpful and friendly atmosphere helps to make us succeed (1)
  I have had excellent support with fellow students and instructors (1)
  The instructors have been wonderful - they're caring people (14)
  Instructors I have seem to be excellent so far. Organized and helpful (8)
  What a great critical thinking teacher I had! (1)
  Intimacy of teachers with students-very caring (2)
  The instructors are knowledgeable and helpful (3)
  The quality of teachers. The teachers are pleasant and seem genuinely concerned about their students (7)
  Teachers eager to help (10)
  Education from the teachers (1)
  The way they teach is easy to comprehend (1)
  Better computer teachers (1)
  The instructors here are extremely knowledgeable and caring (7)
  Instructors like Betty Dixon, Bob Anderson and Myrna Sorensen make RSC a great Community College (1)
  The instructors are excellent (10)
  Serious and good teaching (14)
  The teachers are so kind (10)
  The helpfulness of the instructors, knowledge (3)
  The teachers are pleasant and interesting instructors (13)
  The patience and consultations of my current professors (1)
  The teachers: N. Rogers, D. Goldmann, K. Conrad, C. Holdgrafer (3)
  Some truly excellent instructors with knowledge, enthusiasm and drive (1)
  My teachers Mrs. Gillis and Jan Hansen (2)
- The diversity of various cultures coming together for the same purpose of education (1)
  Ethnic diversity (2)
  Cross culture of staff and student body (1)
  The cross cultural and non-snobbish people (1)
  The diverse student body. Everybody gets a fair chance at higher learning (1)
  Cultural/social events (1)
- Administrators (1)
  The people, students, faculty, administrators (1)
  Counselors Joyce Earl, Robert Gallego, and Isaac Guzman (3)
  Students are great. So is the Chancellor (1)

- Teaching program and academic procedures (2)
Good interior design program (1)
International advisor & international office (3)
CARE program; very helpful (2)
Disabled students centers (1)
Encouragement from support services instructors (6)
All the programs provided have very good services (1)
Help given to me by Mr. Herb Tererri of Hearing Impaired Office (1)
Vocational certificate program variety (1)
Learning Center (1)
Nursing program (1)
I like the fact that there is a Child Care Center here (2)
Academic program (2)
Lab, study center (1)
Language lab (1)
Math lab (6)
Computer lab - easy access (9)
Availability of equipment in the Electronics Labs (1)
The assistance in computer lab and my English 061 teacher - John Hurley (1)
Transfer center (3)
The Architectural school (1)
The Athletic programs (16)
Certification programs (1)
Veteran services (1)
Service of student activities (1)
Having Job Placement Center here (1)
Cafeteria (8)
Financial aid (7)
Health center (7)
Bookstore (2)
Tutoring. I think it's great that I can get free help (18)
Student lounge (1)
Career planning (1)
My English 212 course (1)
Art program (1)
Human development classes/programs (1)
Library--I like it because it's so big and good resources (18)
The staff at EOPS has been the one biggest help and supporter at this campus out of any resources here (1)
The men's volleyball team (1)
Different activities and discounts for students and the teachers (1)
Excellent fire technology program - classes and instructors (8)

- It is easy to obtain counseling services and everyone is very helpful (38)
  Personal guidance (1)
  Things to aid a single parent get out of a hole (1)

- Small campus (2)
  Small campus at O.C., feel safe and comfortable (5)
  The conditions on the campus in Orange (3)
  Location of new Orange campus (14)
  The close proximity to my home (29)

- Water fountain (2)
  Snack bar (2)
  The excellent maintenance of the school (3)
  Clean campus (28)

- Convenience of night classes (1)

- Campus security (4)
  Easy parking (11)

- Organization of requirements (1)

- The appearance of a real university (1)
  Variety of transferable classes (1)

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